



How Plaid supported their commercial counsel and legal operations teams with Legal.io

20 hours / week

Flexible talent, scaling with need

SaaS Agreements, NDAs, etc

Sophisticated commercial counsel support



"Legal.io quickly found talent that matched our needs. Both professionals integrated seamlessly and delivered results, providing valuable support when we needed it."

Jo Vong, Legal Operations Lead at Plaid

The Challenge

As a rapidly growing fintech company, Plaid experienced periods of heightened legal demand and needed part-time support for two core areas: commercial contracting and legal operations.

Specifically, the legal team was looking for a staffing solution that was flexible, cost-effective, and could provide top-tier, vetted professionals in these two areas:

Commercial Counsel: Ongoing overflow support for drafting, redlining, and reviewing sell-side and procurement contracts. Targeting 20 hours per week.

Legal Operations: Additionally, Plaid was in the process of implementing a Contract Lifecycle Management (CLM) system, which required an experienced professional to build out contract workflows.

"Our team is always balancing organizational priorities. In this instance, our team needed to find a solution for overflow commercial contracting support and long-term projects like our CLM implementation. We didn't have headcount for FTE hires, and law firms can be prohibitively expensive," explains Jo Vong, Legal Operations Lead at Plaid.

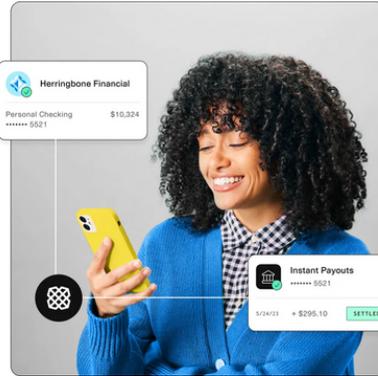


Company name
Plaid

Industry
Financial Services

Company Size
Enterprise

About the company
Plaid is a leading fintech company providing the infrastructure that powers top financial apps, enabling consumers to connect and manage their financial accounts seamlessly.



Plaid is a leading financial services company powering fintech and digital finance products, with a network of 12,000+ financial institutions.

The Solution

A Cost-Effective, Flexible Solution for Plaid

Plaid partnered with Legal.io to hire interim commercial counsel and legal operations talent. The solution was tailored to Plaid’s work volume and budget, with each contractor averaging 20 hours per week. This allowed Plaid to avoid committing to full-time hires or law firm rates.

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The contractors brought relevant experience:

- Commercial Counsel: 10 years at companies like Amazon and Coinbase, managing procurement and revenue contracts. Worked 20 hours weekly.
• Legal Operations Manager: 9 years at companies like AWS, Nintendo, and Databricks, implementing legal technology tools like CLMs and eBilling solutions.

The Result

Legal.io's flexible staffing solution allowed Plaid’s legal team to deliver cost-effective value for the commercial and legal operations teams while adapting to changing business needs.

"The flexible model is a game-changer," says Jo Vong. "It's allowed us to scale our legal support up or down based on the business needs and ongoing projects, which helps our team stay responsive to organizational goals."



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